Australian Government
Department of Health

Hearing Services Program

How to finalise a draft application

What access do I need?

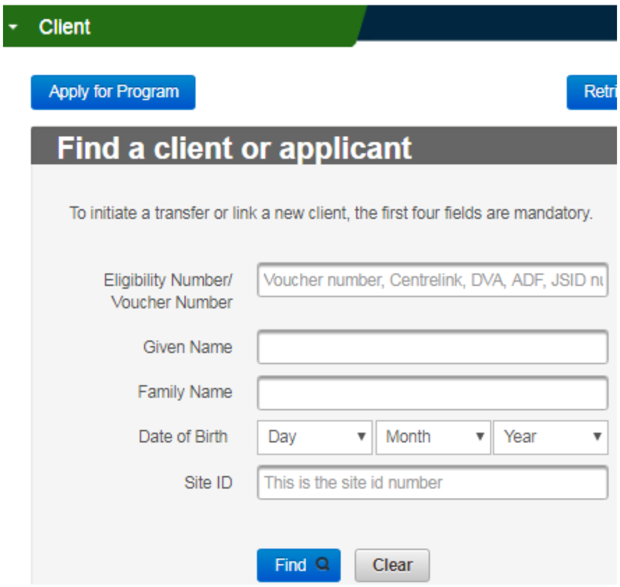
SP Site user role

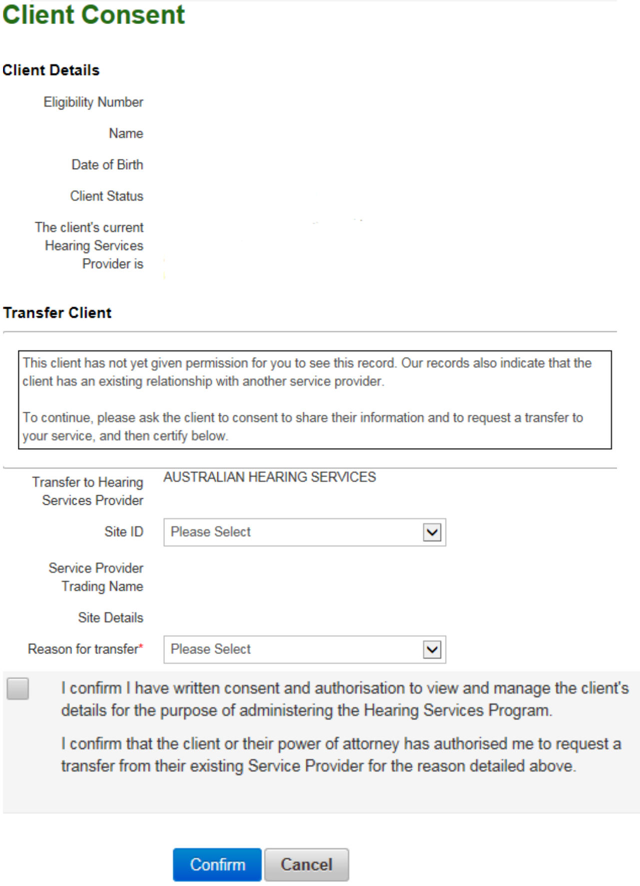
What else do I need?

Establish a relationship by linking the client to you in the HSO portal.

Finalising a draft application

Before finalising a draft application, a relationship with the client must be established by linking the client to your site.

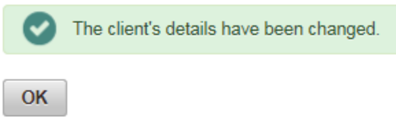




Step 1 – To link a client to your site, click the **Client** accordion, and enter the four points of identification – eligibility/voucher number, given name, family name and date of birth.

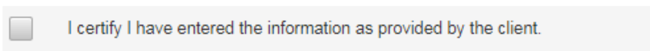
Step 2 - Tick the box to confirm the client has provided consent and this has been documented on the client file.

Step 3 - Click **Confirm**, the client is now linked to your business. You will receive a message confirming the client's details have been changed. Select OK.



Step 4 – Open the client's draft application by clicking on the **Client** accordion and entering their four points of identification in the **Find a client or application** fields and click the **Find** button.

Step 5 - Review the statements and tick the box to indicate certification.



Step 6 - Click the **Process Application** button to finalise the application.

The client's eligibility will be confirmed at this stage.

Click the **Cancel Application** button if you do not wish to proceed.